Updated: 05/20/2015

MTAC Focus Group Session Notes
Wednesday, May 20, 2015

VISIBILITY/SERVICE PERFORMANCE MEASUREMENT
Enterprise Analytics
Robert Cintron, USPS VP-Enterprise Analytics
Lisa Bowes, MTAC Industry Leader, Service Performance

NPF Anaheim Session: (Lisa Bowes, MTAC Industry Leader)

DISCUSSION TOPIC

MTAC User Group 4

Bundle Visibility - working on provisioning data to the industry.

Informed Visibility - we are currently working on deployment.

DISCUSSION TOPIC

MTAC User Group 5

Federal Register Notice to exclude from Move Update compliance evaluations:

> Moved-Left-No-Address (MLNA)

> Box-Closed-No-Order (BCNO)

> Foreign Moves

Handling of Legal Restraint in SASP assessment to be included

Target Federal Register Notice publication date: June 15, 2015

DISCUSSION TOPIC

MTAC Workgroup 164

Data Provisioning - Explored the options and developed a transitional solution.

DISCUSSION TOPIC

MTAC Workgroup 166

> IMpb Compliance for Shipping Services File Timeliness

Updated: 05/20/2015

Measure Only – February through April

Measure Compliance of AAU to Assess $0.20 fee – May – July

Review AAU Effectiveness - August

About 90% of letters and flats have barcodes on them. We have about 880,000 packages per day that cannot be tracked. It is critical to receive the addressing information for full compliance. We must work collaboratively to ensure we receive that address information ahead of time.

DISCUSSION TOPIC
MTAC Workgroup 167

Mail falling out of measurement – we have seen an increase in every class of mail that is in measurement.

Progress in getting mail into measurement.

FCM up 5% from 51 – 56%

STD Letters up 6% from 47 – 53%

STD Flats up 5% from 23 – 28%

PER up 6% from 36 – 42%

Will there be any benefit to starting another workgroup to determine how the rules are established to determine why mail is falling out of measurement?

Those rules are pretty solid, but we can certainly look at that.

Actions to get mail into measurement:

1. Enhanced Scorecard to show exclusion at the individual mailer level
2. Created a Facility file (posted on RIBBS) in conjunction with the industry. This file includes facilities, addresses and locale keys
3. Added a Surface Transfer Center into FAST by utilizing industry feedback and mailer scorecard information
4. "Bundle Visibility" & "Perfect Bundle will get more mail into measurement – this initiative has been deployed nationwide
5. Enhanced Start-the-Clock Business rules for facilities within the same 3-Digit
6. Worked on Bundle Breakage in conjunction with Operations and the industry for identification of eDoc Nesting issues
7. 90 additional surface visibility sites deployed

DISCUSSION TOPIC

MID Visibility was suspended in Dec. 2014. This will resume for eVS Customers ONLY on May 31, 2015.

DISCUSSION TOPIC

The rolling 5 day variance is what we think we should be seeing but we are not seeing that. With IV we are using all of the intelligence available. The whole concept of IV is all about accurate measurement.

1) IV Deployment will roll out in 3 Phases:
      a. SVC Performance Measurement 11/14 – 7/15
      b. Mail Inventory & Predictive Workloads 1/15 – 10/15
      c. Mail Tracking & Reporting 6/15 – 4/16
2) IMb Planning Tool Data is up to 2 weeks late in updating, but "IV" will make that data more timely

ACTION ITEMS:

Perform packages comparison regarding AAU

IMb Planning tool data reporting latency:

The IMb planning tool data seems to be about 2 weeks old. Is there any way to make that more actionable and up-to-date? We are moving toward that but do not have a final date for that yet.